

Title: DIVISION QUALITY REVIEW BOARD	Number: D65-01-04	Revision No.: OD	Effective Date: 31 JAN 97
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31 January 1997

STANDARD OPERATING PROCEDURE D65-01-04

From: D65

To: D65 Division

Subj: DIVISION QUALITY REVIEW BOARD

Encl: (1) Quality Problem Identification Form

1. Purpose. To establish a Division Quality Review Board (QRB) within D65.
2. Scope and Application. The primary intent of the QRB will be to focus on open Quality issues within the Division, assign primary responsibility for corrective action(s), track corrective actions and bring them to a timely closure. The QRB also shares primary responsibility with the ISO 9001 Implementation/Certification Team for the Division attaining and maintaining ISO 9001 certification. The Board's membership will include the Division Head (co-chair), Quality Assurance Manager (co-chair), key Division staff, and Branch Heads. The QRB will convene bi-weekly. QRB membership will include the following:
 - a. Division Head - Co-chairman
 - b. Quality Assurance Manager - Co-chairman
 - c. Technical Repair Agent (TRA)
 - d. Staff Systems Engineer
 - e. D651, D652, D653, D654 Branch Heads

Additional participants will be attend on an "as needed" basis.

3. Policy. The QRB is chartered with the overall responsibility for the review of all major Quality/Product Assurance issues within the Division (including subcontractors) and approval of all corrective actions taken in resolving those issues. Anyone in the Division can recommend a Quality/Product Assurance issue to the QRB - inputs will be coordinated with his or her Branch Head/supervisor beforehand. More specifically, Quality/Product Assurance issues may include, but are not limited to, the following:
 - a. ISO 9001 Certification and Re-certification
 - b. TPS (and TRS) anomalies
 - c. ATE problems (both hardware and software)
 - d. Huntron "Gold Disk" anomalies

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e. Other failure trends relating to hardware and/or software impacting the quality of items repaired/overhauled or product completed (NOTE - Quality problems may be input to the QRB by any Division employee. Quality Problem Identification Forms, shown in enclosure (1), are available throughout the Division and will be sent directly to the Division Head and/or Staff Engineer with a copy given to his or her Branch Head/supervisor)

The primary focus will be on those quality issues that are major (i.e., impacting cost, schedule, or technical performance on Division program(s), unresolved quality issues/problems that are at least 30 days old, etc.). Each item will be addressed by the primary "actionee" who will present a brief "root cause/corrective action" status and plan (including anticipated "closure" date) for resolution. All items will be tracked until acceptable corrective action has been completed. Where appropriate, options will be presented and a recommendation to the Board will be made. The Division Head is the FINAL DECISION Authority.

4. Procedure. Inputs to the QRB will come primarily from two sources. First, quality problems impacting production, testing, and/or repair/overhauls can be brought to the QRB. These inputs will normally be made by Quality Assurance. Second, quality problems of any nature may be input to the QRB by any Division employee by using the Quality Problem Identification Form shown in enclosure (1). These forms will be sent directly to the Division Head and/or Staff Systems Engineer with a copy given to his or her Branch Head/supervisor. The Division Head, Staff Engineer and responsible supervisor(s) will evaluate the quality problem and determine whether or not a QRB review is necessary. Quality problems will be resolved/dispositioned at the lowest level possible, but, in all cases, the "inputting" employee will receive a response to his or her input. It is mandatory that the employee both sign the form and provide his or her supervisor with a copy of what they have input. This serves two purposes. First and foremost, it enables the QRB, if QRB review and action is necessary, or the "actionee" to respond back to the employee relative to the quality problem they identified. Second, it informs the individual's Branch Head/supervisor of the potential problem so they can begin taking action. All Quality Problem Identification Forms will be entered into a database and tracked through closure.

THOMAS S. DODSON

QUALITY PROBLEM IDENTIFICATION FORM

1. Name	2. Code/Branch & Phone No.	3. Branch Head/Supervisor
4. Description of the Quality Problem		
5. Work, Product or Service Impacted by the Problem		
6. Previous efforts to resolve problem		
7. Corrective Action Taken (TO BE FILLED OUT BY THE “ACTIONEE”)		
8. “actionee” Signature and Date		
9. Division Head Signature and Date (Final Approval)		
QRB Review Yes_____ (date) No_____		Control Number

NOTE - BLOCKS 1 THRU 4 ARE MANDATORY.

Enclosure (1)